

# **Welcome to...**

# **Customer Payment Processing**

# Welcome and Introductions

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# Course Prerequisites

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- ✓ Change Discussions
- ✓ RWD SAP 4.6C



# Course Objectives



- At the end of this course, individuals should be able to use SAP to:
  - Analyze payments received by different mechanisms (e.g., paper check, Cash-Link and IPAC) to determine further processing requirements. Payment types include payments for an identified unbilled amount, an open item or an unidentified unbilled amount in SAP
  - Reset and reverse or reverse only postings in SAP



# Benefits of Customer Payment Processing

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- SAP provides a means to:
  - Accurately record payments
  - Efficiently process payments
  - Ensure data accuracy
  - Generate a more accurate statement of receivables



# Course Schedule



<u>Agenda Item</u>	<u>Time (hr)</u>
1. Introduction	00:10
2. Background	00:25
3. Topic 1: Analyze Collections	00:25
4. Topic 2: Record Down Payments and Other Identified Unbilled Payments	00:50
5. Topic 3: Apply Payments to Open Items	00:40
6. Topic 4: Process/Record Unidentified Payments Received and Their Subsequent Reversal	00:35
7. Topic 5: Reset/Reverse and Reverse Only Payment	00:30
8. End: Summary of Course Review/Feedback	00:25
<b>Total Course Time</b>	<b>04:00 hrs</b>



# Course Structure



- Process Flows
  - Overview of key business processes and related SAP concepts
- Demonstrations
  - Trainer-led examples of key SAP transactions
- Exercises
  - Real-life business tasks using Core Financial business procedures
- Training Course Feedback
  - Assessment of course effectiveness using the End-User Evaluation Form



# Course Tool: On-Line Quick Reference



- Purpose of the On-Line Quick Reference (OLQR) tool:
  - Provide procedures, job aids and Help content via the Intranet during and after Instructor-Led Training (ILT) and Web-Based Training (WBT)
  - Assist with the completion of transactions in the SAP system



# Prepare Your Workspace

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- Take a few minutes to prepare your training workspace:
  - Familiarize yourself with the reference materials
  - Logon to SAP R/3



# Background Knowledge

# Background Knowledge



## ■ Key Definitions:

- **Account Assignment** - All entries in a line item being posted for a business transaction (e.g., SGL/Customer Account, Amount, Posting Key, Fund, Fund Center)
- **Posting Key** - Determines the account, type of posting (DR/CR) and Layout of Entry Screen
- **Reconciliation Accounts** - Accounts such as 1310 (Accounts Receivable) and 2310 (Advance from Others) that cannot be debited/credited directly...Sub-Ledger Accounts/Customer Related



# Background Knowledge



## ■ Key Definitions (Cont.):

- **Special GL Indicator** - An indicator that allows a customer to have more than one Reconciliation Account (e.g., 1310/1340/1360/2310).
- **Transfer Posting with Clearing** – This is used to “clear” payments and invoices (payments have previously been applied to the invoices), but not “cleared”. There is no financial impact; the statuses of the documents are changed from open/due/past due to cleared upon viewing the customer transactions

***Note: Please reference the Customer Payment Processing Terminology Job Aid for these and other course-related terms and definitions***



# Background Knowledge

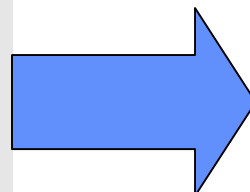
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Differences between SAP and the previous system:

## Old system:

- No automatic posting functionality for IPAC at most Centers
- No interface with IPAC at most Centers



## SAP system:

- Automatic posting of IPAC open items if enough information exists
- Incorporates an IPAC interface

# Topic 1

## Analyze Collections

# Topic 1: Overview

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- Analyze Receipt of Payments
  - Verify the accuracy of payments posted by IPAC
  - Manage unprocessed/suspended payments
- Process Flow
  - Manage Accounts Receivable
- Sub-Processes
  - Analyze/Record Payment
- Processes
  - Receive Collection Register Log
  - Analyze Collection Register Log
  - Analyze Lockbox Postings and Error List
  - Analyze Payment Program Posting and Error List

# Topic 1: Objectives

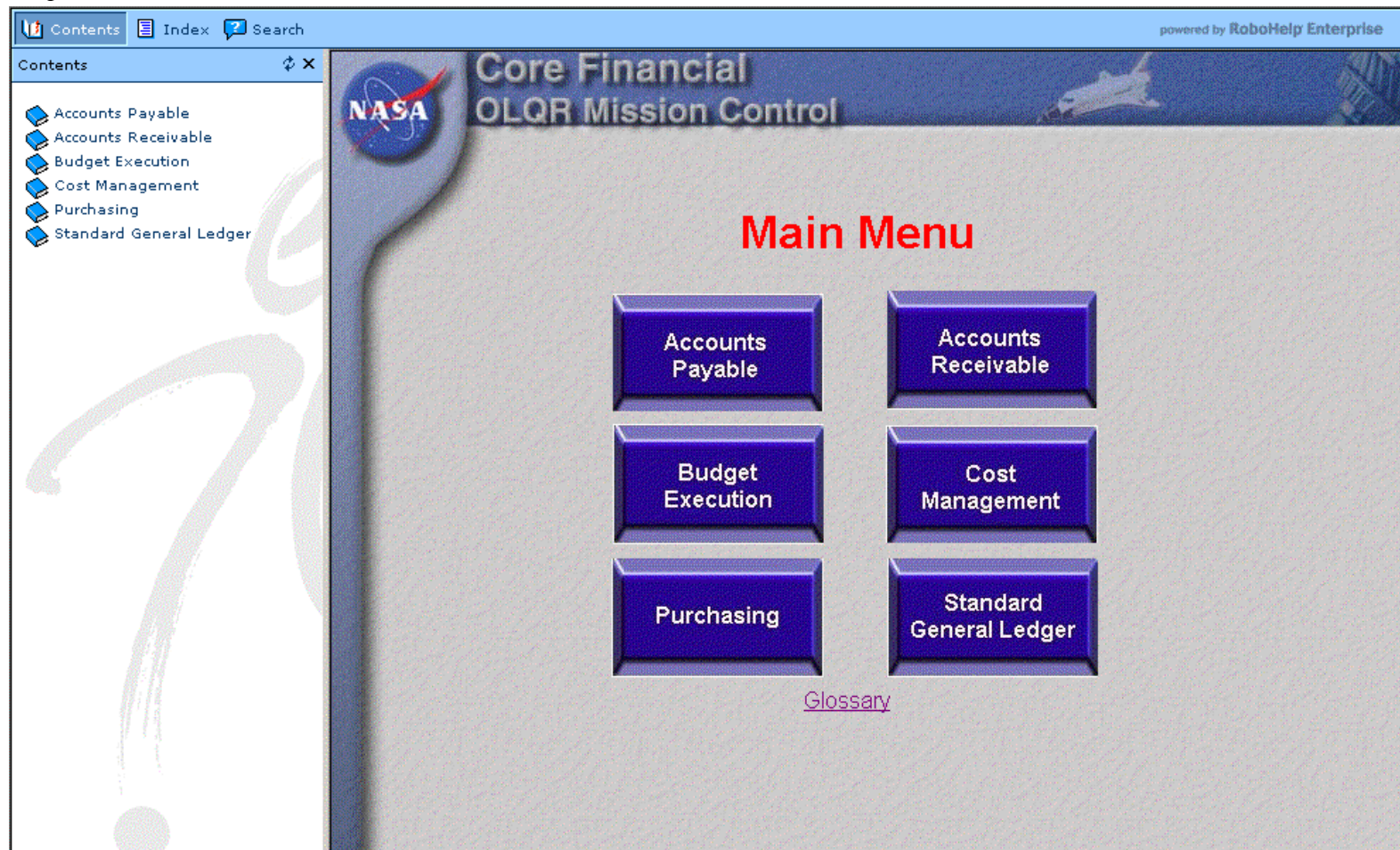


- Upon completion of Analyze Collections, individuals should be able to:
  - View and Analyze Paper Check Collections
- Review the accuracy of SAP's automatic posting of payments matched to IPAC invoices; **use FBL5N to view the invoice, payment, clearing, special ledger posting and accounting**
- Identify those payments that were not automatically matched and need further processing
- Verify all payments received from IPAC are accounted for in SAP, having been either used to clear a bill or **recorded as "unprocessed"** for further processing



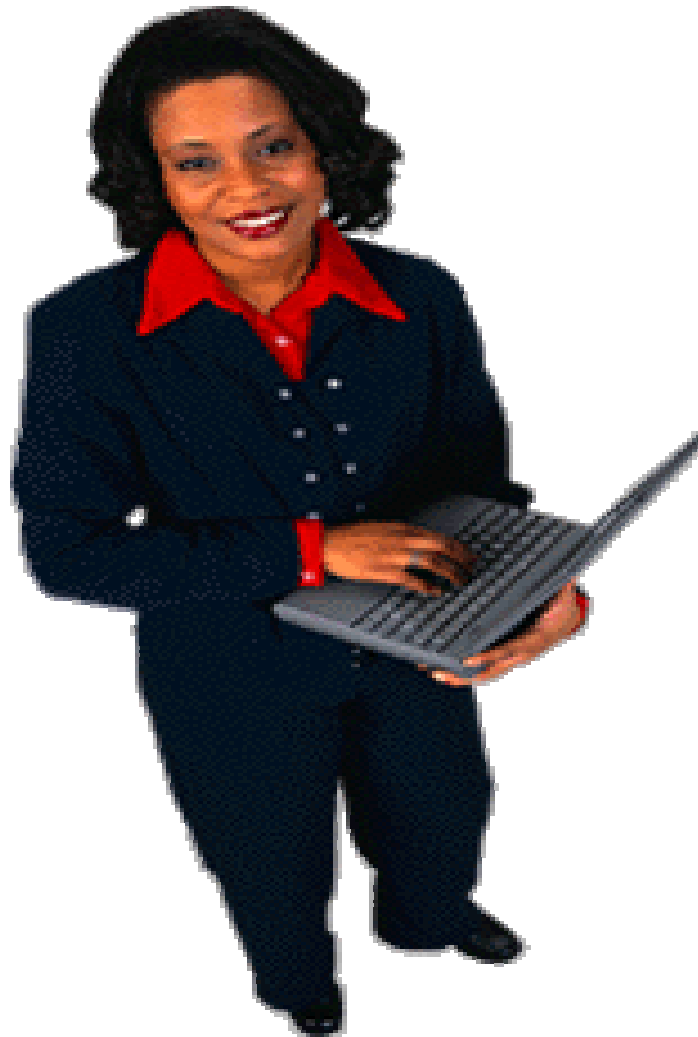
# Topic 1: Process Flow

## Analyze Collections



# Process Presentation

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# Demonstration: Receive and Analyze Collection Register Log



Collection Register Log

NASA Accounting and Financial Information System  
Accounts Receivable  
Collection Register Log  
As of: 07/22/2002

Group ID: 62N001

POSTED

Collection Received Text	Collection Check Number	Collection Amount	Bill Number	Sales Order Number	Customer Name
06/21/2002	1342	50.00			
06/21/2002	723	150.00			
06/21/2002	942	500,000.00			
06/21/2002	10235	3,000.00	1800000299		Mercedes Benz Corporation
07/11/2002	6000000000	64.65			
07/11/2002	5000000000	35.35			
Total Collection Amount:		503,300.00			

100 ifmpdev OVR



# Post Lockbox Data (1)



Program Edit Goto System Help

SAP

### Main Lockbox Program

Lockbox data

Destination	IPAC_04901		
Origin of transm.	IPAC		
Lockbox			
Statement date	07/12/2002	to	

Processing parameters

Procedures	LOCKBOX
Invoice numbers	1
<input type="checkbox"/> Enhanced invoice no. check	
Alghthm: checks with advice	001
Alghthm: checks without advice	001

Acct assts

<input checked="" type="checkbox"/> Assign value date to account	
Business area	62
Profit center	

Output control

<input checked="" type="checkbox"/> Print statistics	
--	--

D01 (2) (100) ifmpdev OVR



# Post Lockbox Data (2)



Program Edit Goto System Help

SAP

**Main Lockbox Program**

Origin of trans. IPAC

Lockbox

Statement date 07/12/2002 to

**Processing parameters**

Procedures LOCKBOX

Invoice numbers 1

☐ Enhanced invoice no. check

Alghm: checks with advice 001

Alghm: checks without advice 001

**Acct assts**

☒ Assign value date to account

Business area 62

Profit center

**Output control**

☒ Print statistics

Mode

D01 (2) (100) ifmpdev OVR

2:31 PM





# Post Processing of Lockbox Data



Lockbox Goto System Help

**Postprocessing Lockbox Data**

LBox overview Clear selection

Check selection

Destination	IPAC_04901
Origin	IPAC
Lockbox	
Date	7/12/02
Batch number	
Check status	All checks

Posting parameters

Posting area	Subledger accounting
Posting method	Display incorrect screens

311 ifmptst INS

Start User Scri... SIR: No f... RE: Derivi... Lockbox -... Lockbox0... Analyze C... SAP Lo... Postproce... 7:48 PM

Same as on the FLBP

# Applied Payment (1)



SAP

Lockbox data Edit Goto Specifications System Help

Lockbox Data Overview

Lockbox totals Batch totals Update IDoc Lockbox

Choose F2

Date	Lockbox	Batch	Checks	Applied	Part.app1	On account	Unprocess.
02/07/2002	1	1	1	1	0	0	0

D01 (2) (150) ifmpdev OVR 3:18 PM



# Applied Payment (2)



SAP Lockbox Data Overview

Lockbox data Edit Goto Specifications System Help

Lockbox Data Overview

Edit payment advice Change method Lockbox totals Batch totals IDoc Lockbox

Date	02/07/2002	Area	Subledger accounting	
Lockbox	1	Mode	Display incorrect screens	
Batch	1			

Check number	Amount	Status	Customer	Name
	3.00	Applied	66	MSFC RECYCLING

- Help F1
- Choose F2
- Back F3
- Possible entries F4
- Edit payment advice F5
- Change method F6
- Check information F8
- Post Ctrl+S
- Cancel F12
- Print Shift+F1
- Batch totals Shift+F6
- Lockbox totals Shift+F7
- First page Shift+F9
- Previous page Shift+Ctrl+0
- Next page Shift+F11
- Last page Shift+F12
- Display IDoc Ctrl+F5





# Applied Payment (3)



SAP

Lockbox data Edit Goto Specifications System Help

Lockbox Data Overview

Lockbox totals Batch totals IDoc Lockbox

Choose F2

Destination	IPAC_62	Origin	IPAC	ID	00000317 00001
Lockbox	1	Date	02/07/2002	Time	00:00:00
Batch	1				

Check number	
Amount	3.00
Doc.no. (GL)	-
Doc. no. (AR)	1400000273
OnAcctDocNo.	
Check status	Applied

Document Number

D01 (2) (150) ifmpdev OVR

Start

3:19 PM

# Applied Payment (4)



SAP

Document Edit Goto Settings Extras Environment System Help

Document Overview

Doc.type : DZ ( Customer payment ) Normal document

Doc. number 1400000273 Company code NASA Fiscal year 2002

Doc. date 02/07/2002 Posting date 02/07/2002 Period 05

Ref.doc. 02000

Doc.currency USD

Doc.head.text 0000031700001

Item	PK	Account	Account short text	Assignment	Tx	Amount	Text
1	40	1010.4200	FundBal 215 CY Err C	0000031700001		3.00	1800000369 3.0000
2	15	66	MSFC RECYCLING			3.00-	1800000369 3.0000

D01 (2) (150) ifmpdev OVR

3:20 PM



# Unprocessed Payment (1)



SAP

Lockbox data Edit Goto Specifications System Help

Lockbox Data Overview

Lockbox totals Batch totals Update IDoc Lockbox

Choose F2

Date	Lockbox	Batch	Checks	Applied	Part.app1	On account	Unprocess.
12/06/2001	1	1	3	0	0	0	3

D01 (2) (150) ifmpdev OVR 3:52 PM



# Topic 1: Debrief

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- Review the Collection Register Log for missing information that may be needed before you begin processing. (Use transaction code **ZFI\_AR\_LOG**)
- Use transaction code FBL5N (for customer related) or FBL3N (for suspense, not customer related) if analyzing the lockbox or the payment program postings/error lists
- Use transaction codes FB03, FBL5N and GD23 to view the impact of the transaction on the customer and accounting systems



## Topic 2

# Record Down Payments and Other Identified Unbilled Payments

## Topic 2: Overview

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- Record Down Payments and Other Identified Unbilled Payments
  - Record down payments including statistical charges/costs
  - Record other payments received when there is no open item in SAP matching the payment
  
- Process Flow
  - Manage Accounts Receivable

## Topic 2: Overview (Cont.)

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### ■ Sub-Processes

- Analyze/Record Payment

### ■ Processes

- Record Down Payment
- Record Applicable Statistical Charges (included in Down Payment)
- Apply Payment Received Information



## Topic 2: Objectives



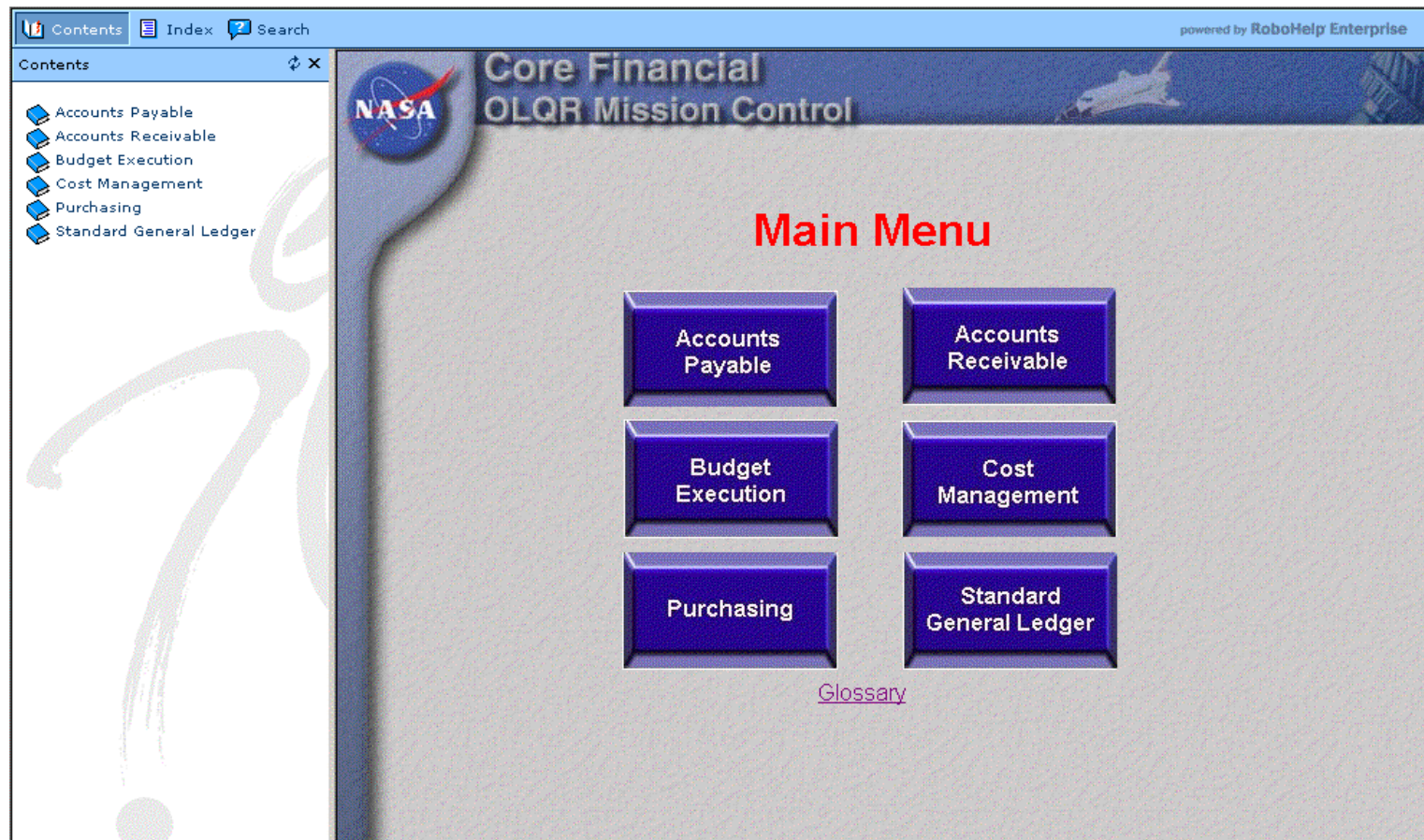
- Upon completion of Record Down Payments and Other Identified Unbilled Payments, individuals should be able to:
  - Record down payments including statistical charges/costs
  - Record other payments received when there is no open item that matches the payment in SAP



## Topic 2: Process Flow

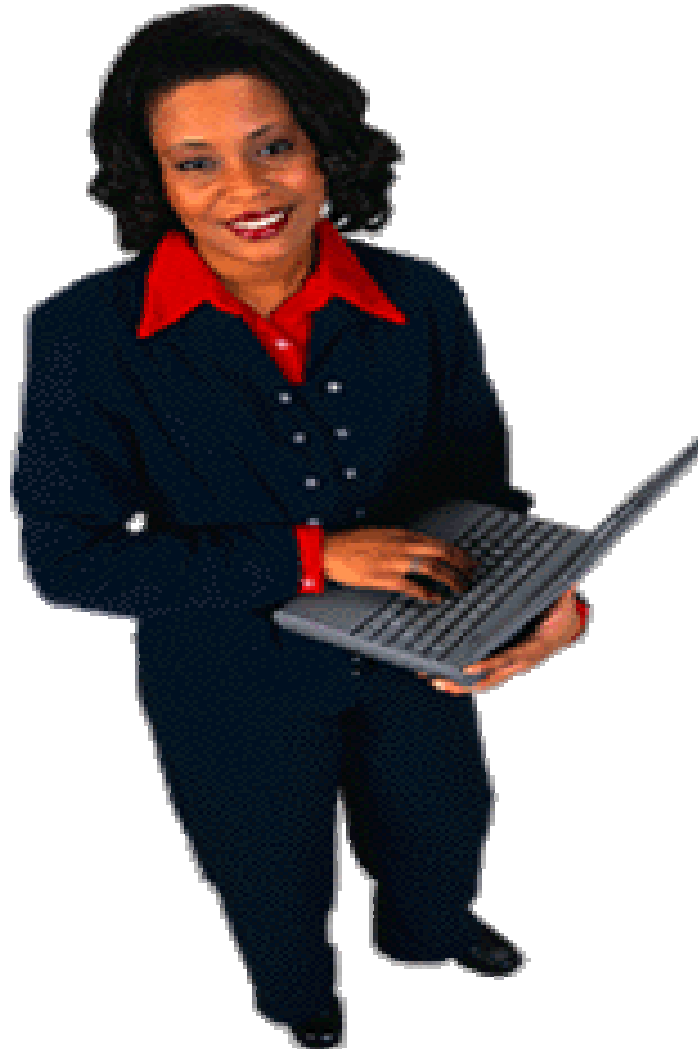


### Record Down Payments and Other Identified Unbilled Payments



# Demonstrations and Exercises Introduction

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# Demonstrations and Exercises



- 
- **Record Down Payments and Applicable Statistical Charges**
  - **Apply Payment Received Information for Other Identified Payments**



## Topic 2: Debrief



- Payments identified as down payments must be applied to appropriate accounts in SAP with associated statistical costs/charges. (Use transaction code F-29)
- As with any other payment received, received identified unbilled payments, which are not down payments, are recorded in the accounting system to ensure an accurate statement of NASA's financial position. (Use transaction code F-04)
- Use transaction codes FB03, FBL5N and GD23 to view the impact of the transaction on the customer and accounting systems



# Topic 3

## Apply Payments to Open Items

# Topic 3: Overview

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- Apply Payments to Open Items
  - Apply payments to open items that were not initially posted against the open item in SAP (e.g., payments unprocessed as a result of not enough customer-provided information)
- Process Flow
  - Manage Accounts Receivable
- Sub-Processes
  - Analyze/Record Payment
- Processes
  - Apply Collections to Open Items



## Topic 3: Objectives

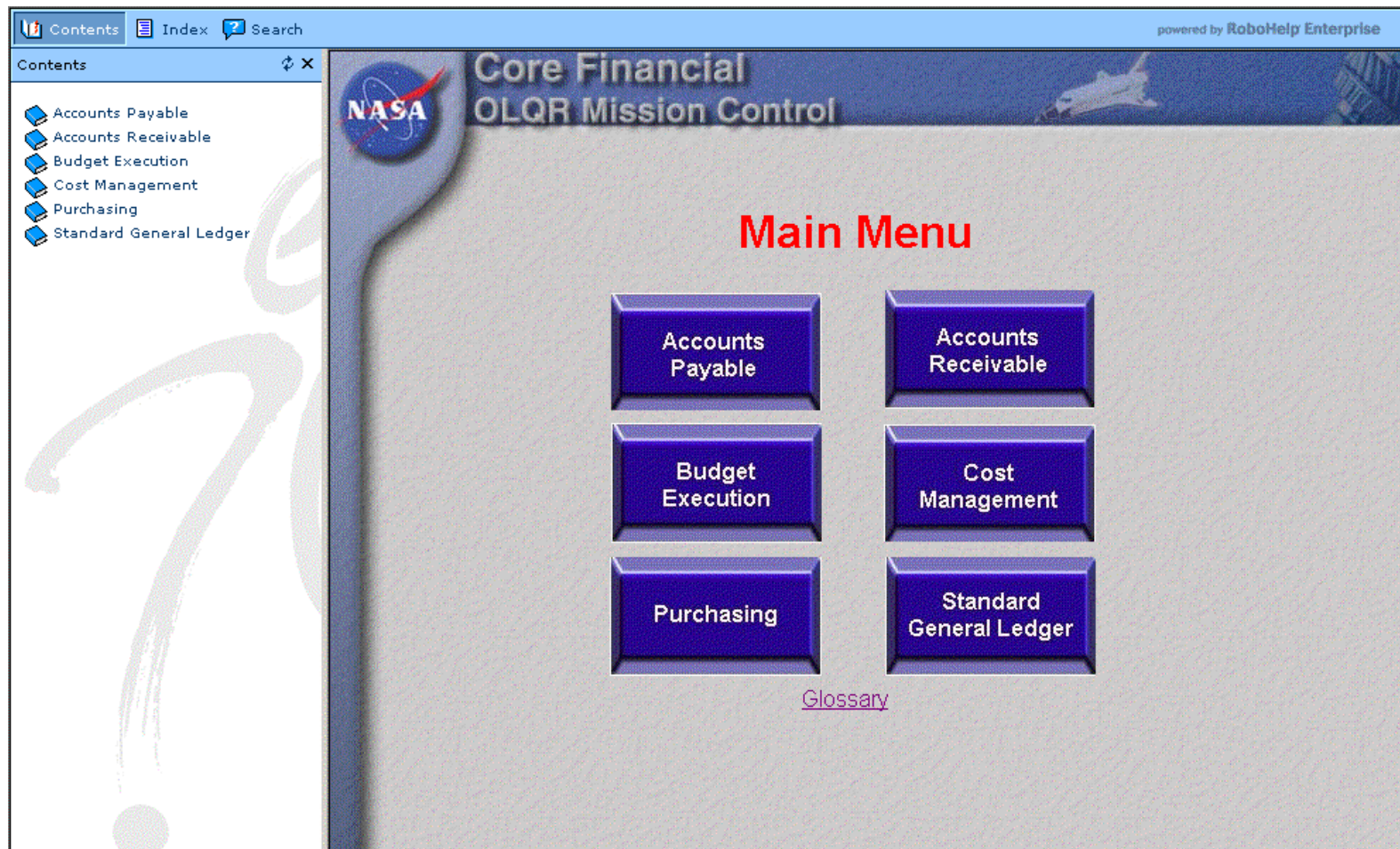


- Upon completion of Apply Payments to Open Items, individuals should be able to:
  - Apply payments to open items that were not initially cleared against an open item in SAP



# Topic 3: Process Flow

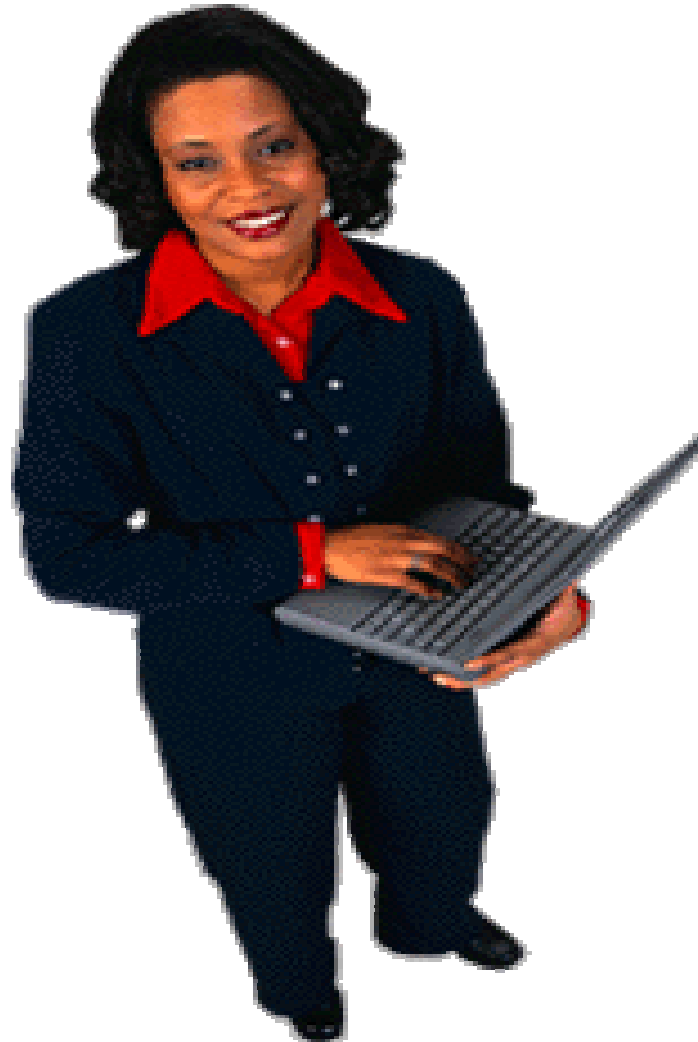
## Apply Payments to Open Items





# Demonstrations and Exercises Introduction

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# Demonstrations and Exercises



- **Post Payments – Payment is Not Equal to Receivable  
(Pay Less Receivable)**



## Topic 3: Debrief



- The post payments process is performed by the Customer Payment Processor to post payments to the correct accounts. The customer number and invoice number are shown on the Collection Register Log Report. (Use transaction code F-28)
- Use transaction codes FB03, FBL5N and GD23 to view the impact of the transaction on the customer and accounting systems



## Topic 4

# Process/Record Unidentified Payments Received and Their Subsequent Reversal

# Topic 4: Overview



- Process/Record Unidentified Payments Received and Their Subsequent Reversal
  - Process and record unidentified payments received in SAP for further analysis
  - Take appropriate action once a status determination has been made
- Process Flow
  - Manage Accounts Receivable
- Sub-Processes
  - Analyze/Record Payment
- Processes
  - Post Payment Received to Suspense Account
  - Reverse Suspense Account Posting



# Topic 4: Objectives



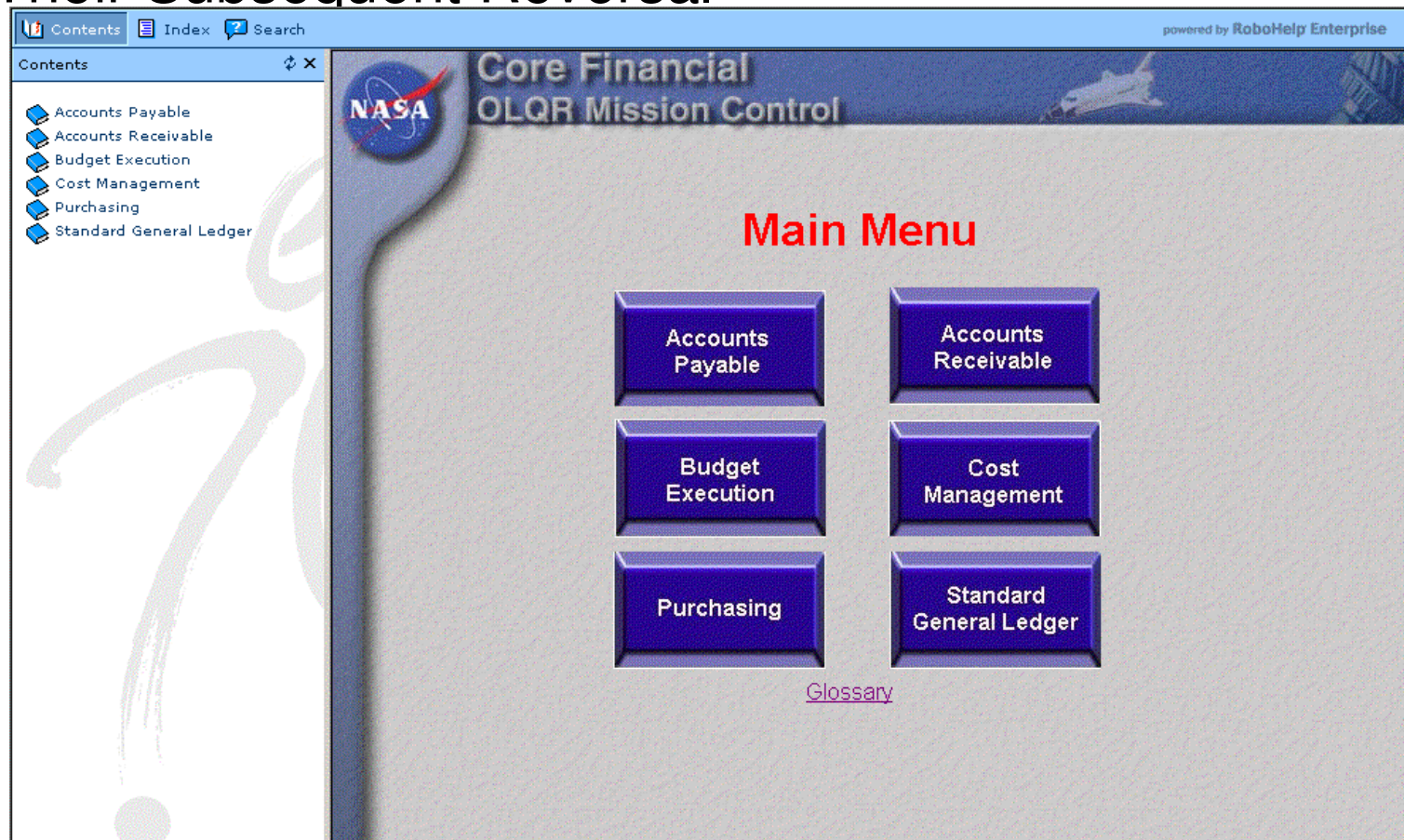
- Upon completion of Process/Record Unidentified Payments Received and Their Subsequent Reversal, individuals should be able to:
  - Process and record unidentified payments received in SAP for further analysis
  - Take appropriate action once a status determination has been made



# Topic 4: Process Flow

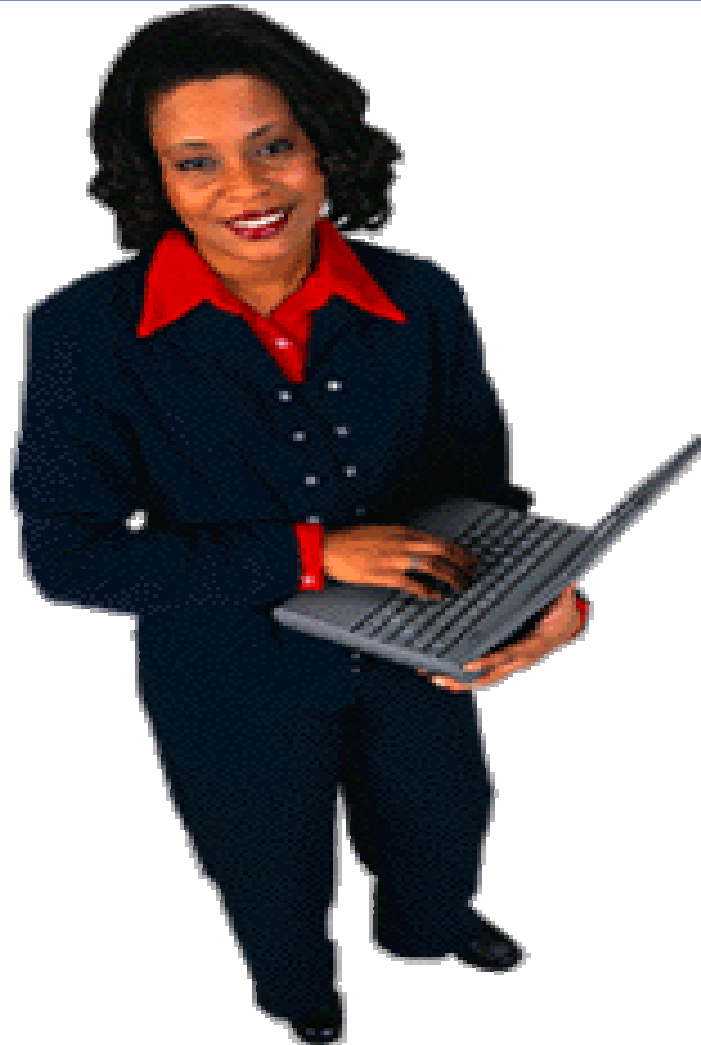


## Process/Record Unidentified Payments Received and Their Subsequent Reversal



# Demonstrations and Exercises Introduction

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# Demonstrations and Exercises



- 
- **Post Payment Received to a Suspense Account**
  - **Reverse Suspense Account Posting**



## Topic 4: Debrief



- Payments are placed in the suspense account until they can be analyzed properly and posted to the correct account, otherwise it is to be refunded. (Use transaction code FB50)
- Payments must be reversed from the suspense account and applied to the correct account if analysis reveals the customer or purpose of a previously unidentified payment. (Use transaction code FB08)
- Use transaction codes FB03, FBL5N and GD23 to view the impact of the transaction on the customer and accounting systems



## Topic 5

# Reset/Reverse and Reverse Only Payment

# Topic 5: Overview

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- Reset/Reverse and Reverse Only Payment
  - Reset and reverse a payment based on receipt of a Non-Sufficient Funds check
- Process Flow
  - Manage Accounts Receivable
- Sub-Processes
  - Analyze/Record Payment
- Processes
  - Reset/Reverse Payment Posting
  - Reverse Payment Posting Only

# Topic 5: Objectives

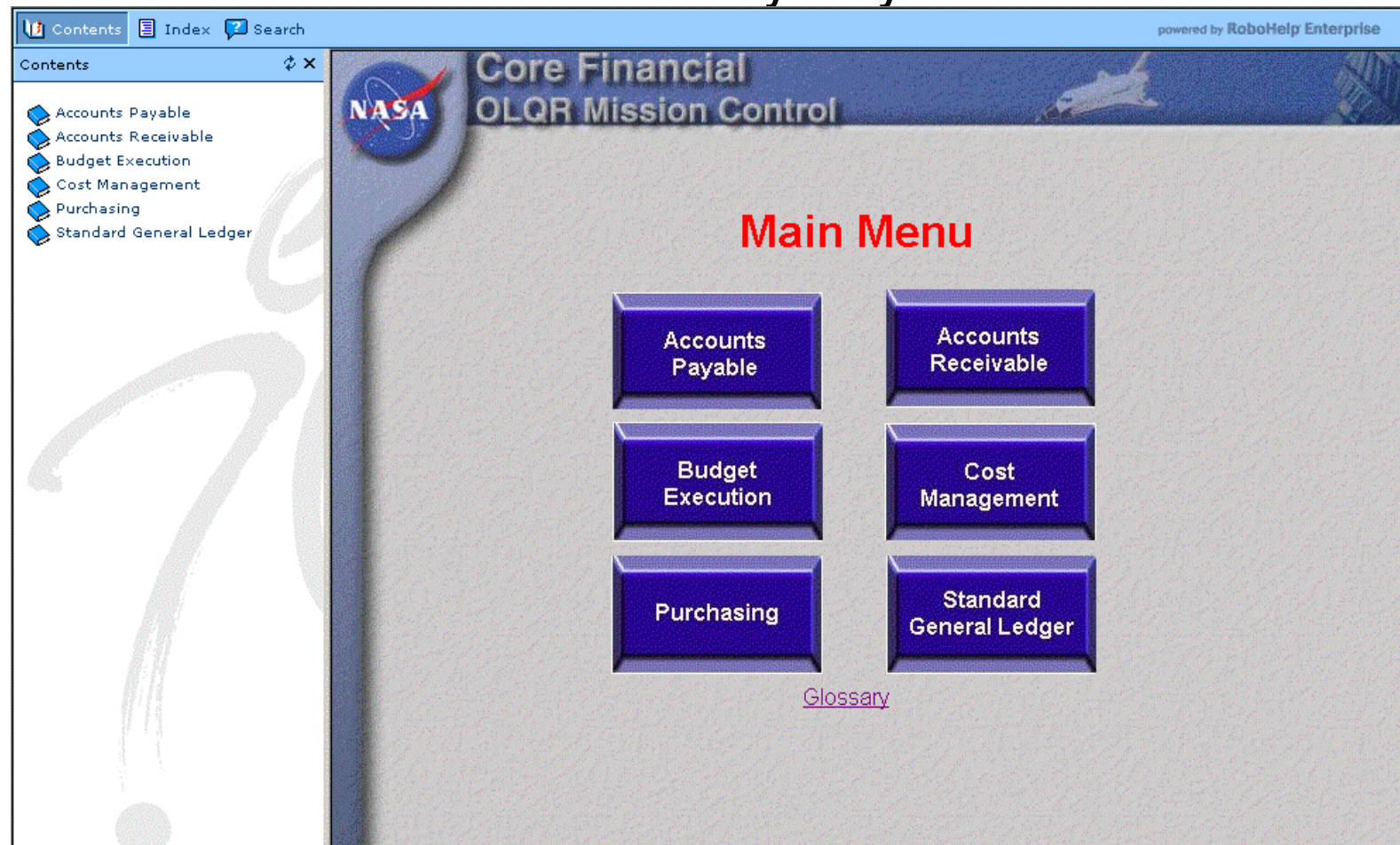


- Upon completion of Reset/Reverse and Reverse Only Payment, individuals should be able to:
  - Reset and reverse a payment based on receipt of a Non-Sufficient Funds check

# Topic 5: Process Flow

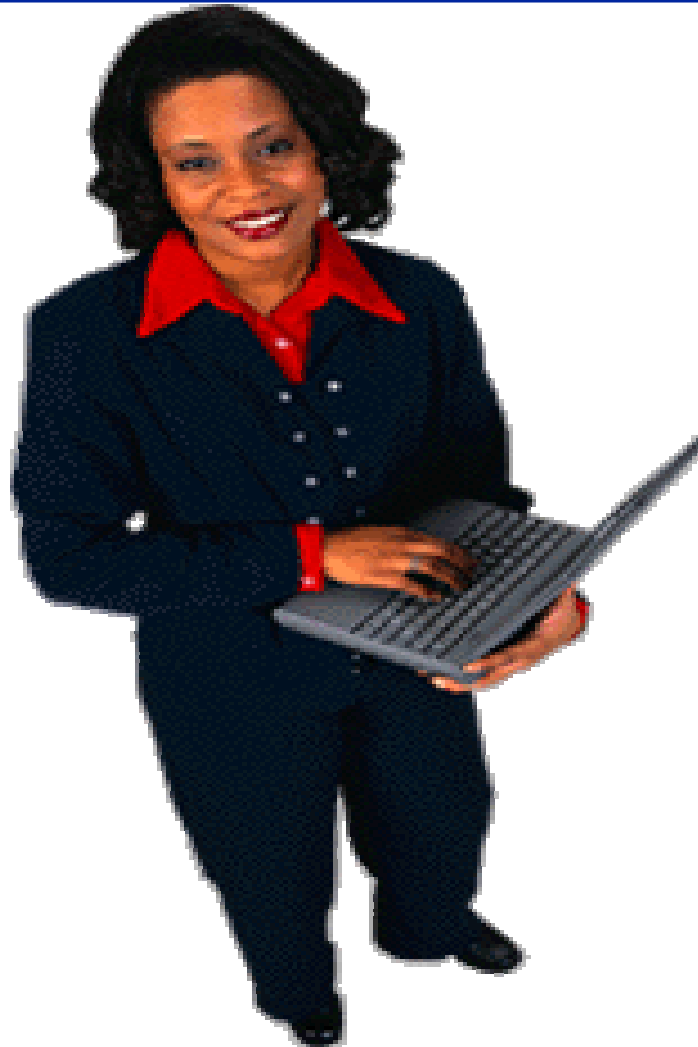


## Reset/Reverse and Reverse Only Payment



# Demonstrations and Exercises Introduction

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# Demonstrations and Exercises



- 
- **Reset/Reverse Payment Posting**
  - **Reverse Only Payment Posting**





## Topic 5: Debrief



- In SAP, payments applied to open receivables that are returned because of NSF can be reset and reversed with the receivable re-established. (Use transaction code FBRA)
- In SAP, unbilled payments that are returned because of NSF are reversed only. There is no receivable to automatically re-establish. (Use transaction code FBRA)
- Use transaction codes FB03, FBL5N and GD23 to view the impact of the transaction on the customer and accounting systems



# End of Course Review

# Review Objectives & Expectations

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Individuals should now be able to:

- ✓ Analyze payments received by different mechanisms (e.g., paper check) to determine further processing requirements. Payment types include payments for an identified unbilled amount, an open item or an unidentified unbilled amount in SAP
- ✓ Reset and reverse or reverse only postings in SAP

# Available Resources



- SAP Practice Training Instance
- OLQR
- Super-users within each department
- Job Aids



# Extra Practice - SAP Training Instance



- Use data from course training guide to practice transactions

The training database provides a “safe” environment to develop and practice skills without affecting production.

# Congratulations!

# Training Course Feedback



- The on-line training course feedback will:
  - Assess the effectiveness of the instruction and training materials for the course
- To access the feedback form:
  - Launch your Web Browser
  - Enter the following URL address:  
<http://www.zoomerang.com/recipient/survey-intro.zgi?ID=S92WBAWLSKWA&PIN=994RHHDW8RK7>
  - Complete and submit feedback by following the directions within the on-line form

